

USPS Report on PRC Rate and Service Inquiries for August 2013

The Postal Regulatory Commission referred **72** inquiries to the Postal Service in August. Customers received responses on average within **11** days.

Inquiries covered various topics that fell into three main categories:

- Delivery services (**40**) – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services (**25**) – i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures (**7**) – i.e., general information, obtaining refunds or exchanging postage, and suggestions.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Accessing Delivery Information (Track & Confirm)

Delivery and/or attempted delivery information, including date and time of delivery as well as the delivery location of the item, can be accessed through the following (you will need the USPS® Tracking™ label number):

- At Track & Confirm available on USPS.com
- By Phone at **1-800-222-1811**. Hours of operation are:
 - Monday thru Friday: 8:00 am to 8:30 pm ET
 - Saturday: 8:00 am to 6:00 pm ET
 - Sundays: **Closed**
 - Holidays: **Closed**

(2013 Postal Holidays <http://about.usps.com/news/events-calendar/2013-federal-holidays.htm>)

Delivery status is available on the evening of the date of delivery or attempted delivery. USPS® Tracking™ information will remain available for 180 days.

Note: Unfortunately, USPS cannot verify the delivery status of an item without the number from the mailing label or receipt.

Still no delivery information?

The absence of a delivery scan on a mail piece does not necessarily indicate that the item was not delivered. It is possible the piece was delivered but the scan was not captured. If you think this has happened, you may wish to contact the recipient to confirm delivery of this item.

For more information regarding tracking, please visit frequently asked questions located at <http://faq.usps.com/adaptivedesktop/faq.jsp?ef=USPSFAQ>